

Listing of Claims

1. (currently amended) A remote assistance system comprising
one or more user systems for designing a product to be printed, each user system being operatively connected to a network and having a user processor running a browser program, one or more user tools ~~running~~ executing in the browser program on the user processor and adapted to allow a user of the user system to customize the design of a product at the user system and to communicate over the network with a remote printing services site, and a user display displaying the ~~results of the user's operation of the one or more user tools~~ product design to the user of the user system,

one or more remote support systems, each remote support system being operatively connected to the network and having a support processor, a support display, and one or more programs running on the support processor adapted to allow an operator of the support system to view ~~substantially the same information as a user's product design~~ substantially as the product design is being displayed on at least one to the user on the user display,

means for establishing a communication connection between a user of a user system and an operator of a remote support system such that the user of the user system can submit product design inquiries to and receive responses from the operator of the remote support system while the product design is displayed to the user, and

means for establishing a communication connection between the user system and the remote support system such that the support system can obtain ~~user display~~ the user's product design information from the user system over the network and display the product design to the operator while the operator is communicating with the user over the first communication connection.

2. (currently amended) The system of claim 1 wherein the one or more programs running on the support processor allow the operator of the support system to control the user system such that the operator can ~~cause the results displayed on the user display to~~

be modified edit the product design at the user system while the product design is being displayed to the user.

3. (original) The system of claim 1 further comprising
means for requesting remote support for a user of a user system, and
a server system operatively connected to the network, the server system having
means, responsive to the request for remote support, for selecting an available one of the
one or more remote support systems to provide remote support to the user and for
supplying the request for support to the selected one of the one or more remote support
systems.
4. (original) The system of claim 3 wherein the server system further comprises a
queue for holding requests for remote support if a support system is not available.
5. (original) The system of claim 1 wherein the communication connection between the
user of a user system and the operator of a remote support system is an audio connection.
6. (original) The system of claim 5 wherein the audio connection is a telephone
connection.
7. (original) The system of claim 5 wherein the audio connection is a voice-over-IP
connection.
8. (original) The system of claim 1 wherein the communication connection between the
user of a user system and the operator of a remote support system is a video connection
9. (original) The system of claim 1 wherein the communication connection between the
user of a user system and the operator of a remote support system is a text messaging
connection.

10. (currently amended) A networked user system for designing a product to be printed, the system comprising

a processor running a browser program,

one or more user tools running on the processor executing in the browser program
and adapted to allow a user of the user system to customize the design of a product at the
user system and to communicate with a remote printing services site,

a user display displaying the results of the user system user's operation of the one
or more user tools product design to the user,

means for providing product design information to a remote support system to
allow the remote support system to display the product design substantially ~~the same~~
~~results as are~~ as the product design is being displayed to the user on the user display, and

means for allowing the user of the user system to submit product design inquiries
to and receive responses from the operator of the remote support system while the
operator is viewing the display information.

11. (currently amended) The system of claim 10 further comprising

means for allowing the operator of the remote support system to ~~cause the results~~
~~displayed on the user display to be modified~~ edit the product design while the
product design is being displayed to the user.

12. (original) The system of claims 1 or 10 wherein the one or more user tools include at
least one design tool for allowing a user of the user system to edit an electronic
document.

13. (original) The system of claims 1 or 10 wherein the one or more user tools execute
in a browser program running on the processor.

14. (currently amended) A networked support system comprising

at least one processor,

at least one support display operatively connected to the at least one processor,

~~means for receiving~~ for enabling an operator of the support system to receive product design inquiries from and submitting ~~submit~~ responses to a user of a remote user system designing a customized product to be printed, the remote system having a user display displaying the design of the product being customized,

~~means for obtaining~~ display the user's product design information from the remote user system, and

~~means for displaying substantially the same display information~~ product design on the support display as ~~while the product design is being displayed to the user on the user display and~~ while the operator of the support system is receiving inquiries from and submitting responses to the user.

15. (currently amended) The system of claim 14 further comprising means running on the processor for ~~causing the information~~ allowing the operator to edit the product design while the product design is being displayed on the user display to be modified.

16. (original) The system of claims 10 or 14 wherein inquiries are submitted and responses are received by audio.

17. (original) The system of claims 10 or 14 wherein inquiries are submitted and responses are received by text.

18. (original) The systems of claims 10 or 14 wherein inquiries are submitted and responses are received by video.

19. (currently amended) A method of providing assistance from an operator of a support system having a support display to a user on a remote user system designing a customized product to be printed, the user system having a processor running a browser program, one or more tools executing in the browser program and adapted to allow a user of the user system to customize the design of the product at the user system and to communicate with a remote printing services site, and a user display, the method comprising

receiving a request for remote assistance from the user system, and
in response to the request,

establishing a communication connection between the user of the user
system and the operator of the support system such that the user can submit
product design inquiries to and receive responses from the operator,

establishing a communication connection between the user system and the
support system such that the support system can obtain the user's product design
information from the user system, and

displaying substantially the same ~~the information~~ product design on the
support display as is being displayed on the user display while the user and the
operator communicate over the communication connection between the user and
the operator.

20. (currently amended) A method of providing assistance from an operator of a
support system having a support display to a user on a remote user system designing a
customized product to be printed, the user system having a processor running a browser
program, one or more tools executing in the browser program and adapted to allow a user
of the user system to customize the design of the product at the user system and to
communicate with a remote printing services site, and a user display, the method
comprising

establishing one or more alert conditions corresponding to one or more
predetermined product design actions by the user at the user system,

monitoring using one or more of the tools executing in the browser program to
monitor the remote user system for the occurrence of one or more of the alert conditions,
in response to detection of one or more of the alert conditions,

establishing a communication connection between the user of the user
system and the operator of the support system such that the operator can
communicate with the user to offer assistance,

establishing a communication connection between the user system and the
support system such that the support system can obtain the user's product design
information from the user system, and

displaying substantially the same ~~the information~~ product design on the support display as is being displayed on the user display while the user and the operator communicate over the communication connection between the user and the operator.

21. (currently amended) A method of providing assistance from an operator of a support system having a support display to a user on a remote user system designing a customized product to be printed, the user system having a processor running a browser program, one or more tools executing in the browser program and adapted to allow a user of the user system to customize the design of the product at the user system and to communicate with a remote printing services site, and a user display, the method comprising

establishing one or more alert conditions corresponding to one or more predetermined product design actions by the user at the user system,

monitoring using one or more of the tools executing in the browser program to monitor the remote user system for the occurrence of one or more of the alert conditions,

in response to detection of one or more of the alert conditions, generating using one or more tools executing in the browser program to generate a message at the user system to the user of the user system inquiring if the user would like assistance from the support system,

if the user indicates that the user would like assistance,

establishing a communication connection between the user of the user system and the operator of the support system such that the operator can communicate with the user to offer assistance,

establishing a communication connection between the user system and the support system such that the support system can obtain the user's product design information from the user system, and

displaying substantially the same ~~the information~~ product design on the support display as is being displayed on the user display while the user and the operator communicate over the communication connection between the user and the operator.

22. (currently amended) The method of claims 19, 20 or 21 further comprising the operator ~~causing the information displayed on the user display to be modified~~ editing the product design at the user system while the product design is being displayed to the user.

23. (original) The method of claims 19, 20 or 21 wherein the communication connection between the user of a user system and the operator of a remote support system is an audio connection.

24. (original) The method of claims 19, 20 or 21 wherein the audio connection is a telephone connection.

25. (original) The method of claims 19, 20, or 21 wherein the audio connection is a voice-over-IP connection.

26. (original) The method of claims 19, 20 or 21 wherein the communication connection between the user of a user system and the operator of a remote support system is a video connection

27. (original) The method of claims 19, 20 or 21 wherein the communication connection between the user of a user system and the operator of a remote support system is a text messaging connection.